

## BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Consideration of ) DOCKET NO. 960786-TL  
BellSouth Telecommunications, )  
Inc.'s entry into interLATA )  
services pursuant to Section )  
271 of the Federal )  
Telecommunications Act of 1996.)

VOLUME 2

COPY

Page 153 through 211

DEPOSITION OF: Gloria Calhoun

TAKEN AT THE INSTANCE OF: The Commission Staff

DATE: Friday, August 22, 1997

TIME: Commenced at 5:00 p.m.  
Concluded at 7:30 p.m.

LOCATION: 2540 Shumard Oak Blvd.  
Tallahassee, Florida

REPORTED BY: JANE FAUROT, RPR  
Notary Public in and for  
the State of Florida at Large

JANE FAUROT, RPR  
P.O. BOX 10751  
TALLAHASSEE, FLORIDA 32302  
(904) 379-8669

APPEARANCES: (As heretofore noted.)

\* \* \* \* \*

I N D E X

<u>WITNESS</u>	<u>PAGE</u>
Gloria Calhoun	
Continued Examination by Ms. Barone	155
Examination by Mr. Wiggins	194

INDEX OF LATE-FILED EXHIBITS

<u>Number</u>	<u>Description</u>	<u>PAGE</u>
10	Procedures for advising ALECs of missed due dated and jeopardy situations	192
11	Process for retail service representative to refer a misdirected caller to the ALEC	193
	CERTIFICATE OF REPORTER	211

1 options, while ALECs can only order four of the options via  
2 LENS?

3 A Well, I will have to count for the 21. Yes, it  
4 is true that the things that are listed, the 21 listings on  
5 this chart can be handled by BellSouth, and not via LENS.  
6 But, again, the ordering capability of LENS is not what we  
7 are relying on. The industry standard EDI ordering  
8 interface handles 20 of the 21 of these, and the 21st is one  
9 that generally is associated with complex service orders.

10 Q Is it true that BellSouth's OSS for ordering is  
11 integrated with it's OSS for preordering, such that  
12 BellSouth is able to populate its service records  
13 electronically with preordering information?

14 A To a great extent, yes. Not entirely. I think  
15 the example we used earlier is that customer service record  
16 information is usually pulled up in a separate system and  
17 viewed side-by-side with the ordering system on the screen  
18 and information would be manually typed from one into the  
19 other.

20 Q My next question refers to Page 73 of Mr.  
21 Bradbury's testimony, at Lines 10 through 16. Is it true  
22 that LESOG allows BellSouth to process EDI orders without  
23 manual intervention?

24 A Yes.

25 Q Mr. Bradbury states that BellSouth has refused to

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VOLUME 3

COPY

Page 212 through 305

DEPOSITION OF: Gloria Calhoun

TAKEN AT THE INSTANCE OF: The Commission Staff

DATE: Saturday, August 23, 1997

TIME: Commenced at 8:00 a.m.  
Concluded at 11:00 a.m.

LOCATION: 2540 Shumard Oak Blvd.  
Tallahassee, Florida

REPORTED BY: JANE FAUROT, RPR  
Notary Public in and for  
the State of Florida at Large

JANE FAUROT, RPR  
P.O. BOX 10751  
TALLAHASSEE, FLORIDA 32302  
(904) 379-8669

APPEARANCES: (As heretofore noted.)

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# I N D E X

<u>WITNESS</u>	<u>PAGE</u>
Gloria Calhoun	
Examination by Mr. Melson	214
Examination by Ms. Rule	268
Examination by Ms. White	304

## INDEX OF LATE-FILED EXHIBITS

<u>Number</u>	<u>Description</u>	<u>PAGE</u>
12	Procedure used to order a NID and loop distribution and loop/port distribution	227
13	Whether there is any realtime business rule checking in RNS and, if so, for what items. Is there any realtime business rule checking in DOE?	242
14	How does BellSouth check the status and content of pending orders that have been entered through RNS and DOE.	244
15	Results of volume and stress testing of LENS, as well as any summary or conclusions of user acceptance testing for LENS, if it exists.	252
16	Identify any ALEC who has ordered SynchroNet, ISDN Basic Rate, and/or the four simple UNES.	274

CERTIFICATE OF REPORTER	305
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1 P R O C E E D I N G S

2 Thereupon,

3 GLORIA CALHOUN

4 was called as a witness, and having been previous sworn,  
5 was examined and testified as follows:

6 EXAMINATION

7 BY MR. MELSON:

8 Q Ms. Calhoun, I'm Rick Melson representing MCI.  
9 Yesterday, did I understand you to say that BellSouth is not  
10 relying on the ordering capability in LENS to support a  
11 claim of nondiscriminatory access under the checklist?

12 A Yes.

13 Q All right. Let me ask you for each of the five  
14 subsystems, and I will go through them one-by-one, what OSS  
15 system or systems you are relying on to meet the  
16 nondiscrimination -- nondiscriminatory access requirement.  
17 What about preordering?

18 A LENS.

19 Q And is that an industry standard?

20 A No. There is no industry standard for  
21 preordering.

22 Q What about for ordering?

23 A EDI and EXACT.

24 Q And are each of those industry standards?

25 A Yes.

1 Q What about provisioning?

2 A EDI and EXACT.

3 Q And are those both industry standards for  
4 provisioning as well as ordering?

5 A Yes, and I need to qualify my answer to make sure  
6 that I'm clear about this. With regard to EXACT, EXACT is a  
7 BellCore system that supports the industry standard ordering  
8 formats known as ASRs. Technically, the standard is the  
9 ASR.

10 Q All right. What about for repair and  
11 maintenance?

12 A We are relying on TAFI and the electronic bonding  
13 interface called the T1M1 interface.

14 Q And TAFI is not an industry standard, is that  
15 correct?

16 A That's correct. There is no industry standard  
17 for the TAFI functionality.

18 Q And T1M1 is an industry standard for repair and  
19 maintenance?

20 A Yes.

21 Q What about for billing?

22 A For billing, we are relying on the billing daily  
23 usage file.

24 Q And that is the EMR format that uses it is an  
25 industry standard?

# **ATTACHMENT 29**





BellSouth Telecommunications, Inc.  
Suite 410  
1960 West Exchange Place  
Tucker, Georgia 30084

770 492-7590  
Fax 770 621-0629  
Internet:  
Terrie.Hudson@bridge.bellsouth.com

Terrie J. Hudson  
Director  
AT&T Regional Account Team

May 14, 1997

Pamela A. Nelson  
District Manager  
AT&T  
1200 Peachtree Street  
Atlanta, GA 30309

Dear Pam:

As you know, BellSouth committed to having an electronic Maintenance interface ready for AT&T by December 31, 1997. I am delighted to confirm that BellSouth can meet your desire to meet a Service Readiness Testing date of November 15, 1997.

Linda Tate has already begun discussions with your working level team to ensure that everybody is aware of this revised commitment. New time lines will be mutually established which ensure that both companies are ready by November 15.

As always, call me if you have any questions.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Terrie J. Hudson', written in dark ink.

# ATTACHMENT 30

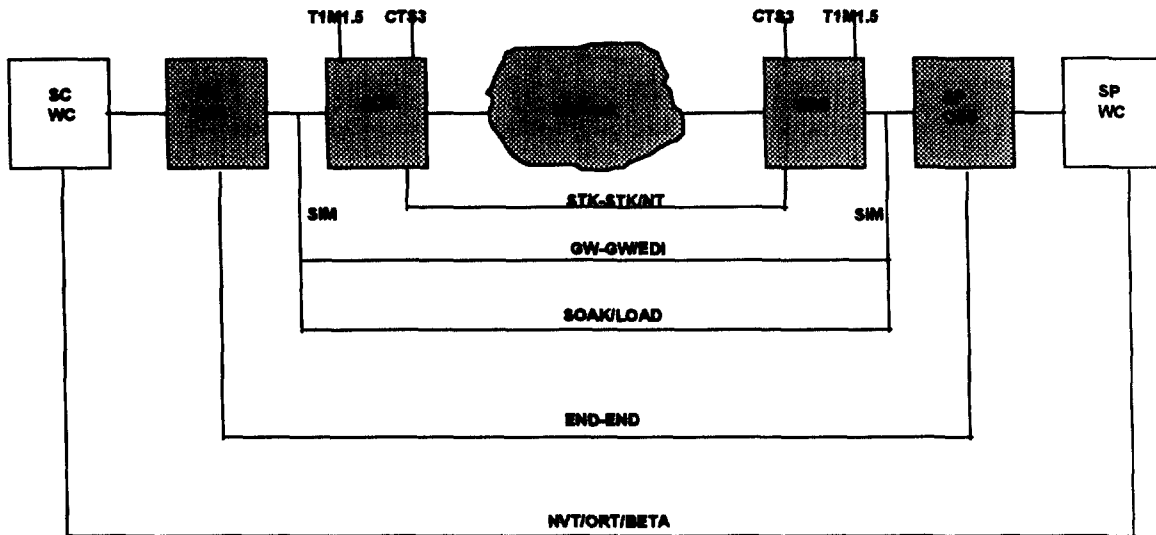
**COMPARISON OF CAPABILITY/FUNCTIONALITY --  
TROUBLE ANALYSIS AND FACILITATION INTERFACE (TAFI)  
AND ELECTRONIC BONDING INTERFACE (EBI) TO BE  
IMPLEMENTED UNDER THE AT&T-BELLSOUTH INTERCONNECTION AGREEMENT**

<b><u>Features/Functions</u></b>	<b><u>TAFI</u></b>	<b><u>EBI</u></b>
Trouble referral method	Electronic	Electronic
Supports POTS	Yes	Yes
Supports special circuits	No	Yes (available 12/15/97)
Accesses customer records	Yes	Yes
Accesses trouble status	Yes	Yes
Obtains trouble history	Yes	Yes
Obtains information concerning customer features	Yes	Yes
Views pending work orders	Yes	Yes
Enables correction of customer features while customer is on the line	Yes	Yes
Enables PIC verification	Yes	Yes
Enables line testing	Yes	Yes
Views Mechanized Loop Testing ("MLT") test results	Yes	Yes
Obtains estimated time to restore from local service provider	Yes	Yes
Compatible with National and regulatory metrics reporting	No	Yes
Able to query trouble status	Yes	Yes

<u>Features/Functions</u>	<u>TAFI</u>	<u>EBI</u>
Based on national standards	No	Yes
Amount of agent inputs required to input data into CLEC's system	Two	One
Additional training required to use system	Yes	No

# **ATTACHMENT 31**

# Electronic Communications Conformance & Intercompany Testing



**OSI Stack Conformance Testing** - internal testing of conformance to Open Systems Interface Standards.

**Network to Network Testing** - verification of connectivity, hardware and software required to route and send messages between systems across the selected transmission network.

**Stack to Stack Testing** - verification that the OSI Network Management software stacks can communicate with each other and successfully manage communications for the systems which must talk to each other.

**EDI Testing** - verification that the EDI translators have been properly mapped to encode, decode and synchronize transaction sets both sending and receiving.

**Pre-Order Application Conformance Testing** - internal testing by each partner of conformance to T1M1 standards prior to the next test.

**Gateway to Gateway Testing** - verification that interoperability between the Gateways exists.

**Soak and Load Testing** - verification that the Pre-Order Applications and the Gateways can sustain operation under load for a defined period of time.

**End-to-End Testing** - verification that application information can be successfully exchanged under various test scenarios including both valid and invalid conditions.

**Network Validation Test** - verification that the network can support work in the production environment.

**Operational Readiness Testing** - scripted test scenarios in production mode using both "sunny day" and "rainy day" conditions.

**Beta Trial** - First use of complete system on real, non-scripted contacts to validate: User Requirements & Features/ Functionality/ Methods and Procedures/ OA&M Procedures/ Recovery Procedures/ Processes/ Business Case Metrics/ Data Quality/ Measures of Success/ Production Support Procedures/ System Security Requirements

# ATTACHMENT 32

TO



BellSouth Interconnection Services  
Suite 200  
1960 West Exchange Place  
Tucker, Georgia 30084

Contact 770 492-7537  
Fax 770 492-8412  
Pager 1 800 846-4646 Pin: 1419556  
Internet Address:  
Margaret.Garvin@bridge.bellsouth.com

Margaret T. Garvin  
Sales Director  
AT&T Regional Account Team

September 15, 1997

Ms. Pamela Nelson  
Room 12W54  
Promenade II  
1200 Peachtree St., NE  
Atlanta, Ga. 30309

Dear Pam,

At our errors and rejects meeting on Monday, September 8, you requested a list of errors that will stop the processing of a service request. We compiled a list of errors that are encountered by the service representative. Based on our meeting, these are the most critical errors. If you have questions, please contact me at 770-492-7537.

Regards,

A handwritten signature in cursive script that reads "Margaret Garvin".

Margaret Garvin

Copy to: Jan Burriss  
Beverly Simmons  
Milford Stanley  
Cherry Smith



# **ATTACHMENT 33a**

September 12, 1997

Attendees: Pam Nelson Beverly Simmons Jan Burriss Marcia Moss Anthony Colbert  
Kathleen G. Massey Cherry Smith Mel Porter Greg Kirby Valerie Gray  
Gary Romanick Margaret Garvin Milford Stanley

Joint AT&T/ BellSouth meeting held September 9, 1997 to discuss reject analysis. The analysis performed by BellSouth included 1421 orders that qualified for LEO (Local Exchange Order) system processing for the month of July 1997.

Number of AT&T orders = 326 (of 1421)

Number of input errors = 271

22.9% of LESOG orders (Local Exchange Service Order Generator) were eligible. LESOG is the system that formats the LSR into a BellSouth service order. If the order can't be formatted it is rejected and routed to the LCSC for processing. The 22.9% doesn't include orders that failed LEO processing.

List section (LN, LA, Room) = 105 (Room field is used to populate apartment number)

Bill section (BAN) = 67

S&E (Service & Equipment) is Feature Information = 89

Remarks Field = 10

**Background:**

On August 19, 1997 BellSouth implemented up front edits in LEO (Local Exchange Order), their business rules system, for Switch As Specified and Switch with change order types.

If the ACT (activity field) = V

The TN on the LSR is matched against RSAG. If there's a match on the house number the order will be passed for processing. If TN isn't in RSAG, a match is done on the LA (Listed Address) field, that's on the LSR against the address in RSAG. If the address on the LSR is close enough to the address in RSAG the order is passed for processing.

Example: address match

LSR - LA field = 1200 Peachtree

City = Atlanta State = GA

RSAG address = 1200 Peachtree St NE

Room 12N08

City = Atl State = GA

BellSouth will not reject for incomplete street name, missing directional, and city not abbreviated.

**Results of analysis:**

List section - LN (Listed Name) = R., Gill - rejected, periods aren't allowed in LN field and format is incorrect.

LN format = last name, first name, or initial (s).

Correct LN = Gill, R - the customer's last name should appear first, with the first letter capitalize, the last name must be followed by a comma (no spaces) before comma; there should be one space after the comma followed by the initial. Customer's initial (s) should be capitalize.

List section: LN = bURGESS, Larry J. - rejected, incorrect format of last name, double spaces aren't allowed, and initial must be capitalize and periods aren't allowed.

Correct LN = Burgess, Larry J

List section: LA (Listed Address) = 1053 Plantation Blvd S. E. - rejected for incorrect format, periods aren't allowed.

Correct LA = 1053 Plantation Blvd SE

List section: LA = 2939 POWDER SPRINGS RD, SW - rejected incorrect format; no comma allowed.

Correct LA = 2939 Powder Springs RD SW

Note: Per BellSouth the business rules system would have passed for processing if the comma was removed, however BAPCO would have sent an error for the street name being sent in all CAPS. BAPCO guidelines (edits) was addressed in the BAPCO training.

Bill section: BAN - Actiview is currently populating the BAN for TSR, except for cross boundary. I have requested an updated cross boundary list from BellSouth. I'm investigating our position and whether or not we can derive the appropriate BAN for a cross boundary NPA.

Example: BAN sent = 770Q909090412, TN = 770-844-8040, City = Cumming

Correct BAN = 770Q909090411, Cumming is part of the 770/404 RAO, but it's cross boundary because of the local expanded calling area.

S&E section - Feature = NXM (USOC) - rejected, feature isn't available in this switch.

Correct Feature = NXMCK

Note: When our representative/agent verify what features are available for a CLLI (central) office serving the customer, the correct features and services are displayed/listed for that switch. We need to determine why incorrect features are being ordered.

S&E section - Feature = USOCs CREX3 and CREX4 - rejected duplicate USOCs, should send one USOC for blocking restrictions.

S&E section - USOC ESXDL is grand-fathered, it's not available to a new customer.

Our representative should have seen a grand-fathered indicator and made the selection for the USOC that indicated available.

Correct USOC = ESXDC.

Remarks section - entry = K BOYER BASIC FLAT SVC. CLLR ID, RTRN, 900/976

Note: BellSouth turned on their flow through switch 4-1-97. Remarks will not be seen by a representative unless the LSR falls out of LESOG (it's rejected), remarks aren't being read, however there are edits for this field.

Remarks field can't contain / (virgules). When LESOG finds a / (virgule) on a LSR it's looking for a floating FID to follow it, these orders will reject. Business rules - cannot use - at sign @, exclamation !, number sign #, underline \_.

LEO has format business rules that AT&T wasn't made aware of during negotiations, and these rules aren't included in BellSouth's LEO or Resale documentation. BellSouth indicated that they're hierarchical service order rules.

#### Impact:

The List section of an order is viewed prior to the S&E section, therefore the order can reject for LN format, and the processing is stopped without identifying other errors. If we also had an incorrect feature we wouldn't know until we sent a SUP (860) and BellSouth attempted to process the order. The time interval to clear a reject is impacted. We have 10 business days starting 10/1/97 to clear a reject. The reject clock starts when the first clarification is received, the clock doesn't stop until the order moves from reject status. If BellSouth moves forward with eliminating the 30 day SRT cancellation policy. There's a greater potential that orders will be canceled due to the fact that we're not receiving timely notification of all errors on a LSR.

#### Action items from meeting:

- BellSouth will provide the LEO business rules that stops order processing by 9/19 - Cherry Smith

What's the logical edit processing for LESOG and SORE (Service Order Error Resolution) ?  
9/19 Mel Porter (this is tied to business rules).

- Can BellSouth representative list the actual error (s) with detailed explanation ? No, representative doesn't see the error code screen and the code description isn't available for the representative to view.
- Can BellSouth develop and provide a standardize code for the current fax process that will give a clear description of error ? Mel Porter, Valerie Gray, Beverly Simmons - by 9/19 review rejects and make recommendations. Conference call scheduled 9/16 to review clarifications.
- Review the BAN process for cross boundary - 9/15 Mel Porter, Jo Sundman.
- How does BellSouth notify AT&T if the TN edit implemented 8/19 modifies the LSR address ? What goes back to AT&T today ? How is it addressed in Issue 7 or is it addressed ?  
9/15 Valerie Gray, Mel Porter.
- MFD (Multi Feature Disconnect) - BellSouth indicated that we need to send. This conflicts with information provided by Martha Romano. Valerie Gray will follow up with Martha - 9/15.
- Can BellSouth send clarifications to AT&T Tracking group and the CNSC ? Yes, starting 9/19.
- Follow up conference call scheduled 9/15 at 2pm. Jan Burriss will set up call.

Beverly Simmons

# ATTACHMENT 33b



BellSouth Interconnection Services

Facsimile

From  
Department  
Address

Valerie Gray  
AT&T Regional Account Team  
1980 West Exchange Place  
Suite 410  
Tucker, GA 30084

Telephone number  
Fax number

770-492-7550  
770-621-0629

To

Pam Nelson

Telephone number

404-810-3131

Fax number

Comments

Pam,  
Please distribute to the AT&T  
Participants.

If this fax is not received in good order, please contact the sender listed above.

Date

9/16/97

Total number of pages

3

## **Meeting to Discuss LSR Errors September 9, 1997**

**Pam Nelson  
Marcia Moss  
Anthony Colbert  
Cherry Smith  
Greg Kirby  
Gary Romanick  
Milford Stanley**

**Jan Burriss  
Beverly Simmons  
Kathleen Massey  
Mel Porter  
Valerie Gray  
Margaret Garvin**

Jan Burriss began the meeting by thanking everyone for attending and participants were introduced.

Pam Nelson explained the information she would like to take from the meeting:

- Rules on telephone number edit
- What are BST's edit rules

Pam stated that she would like to see the rules for editing included in the ordering guide.

Anthony Colbert asked for the editing process from LEO to LESOG.

The editing process was explained by Mel Porter, Cherry Smith, and Kathy Massey:

LEO checks for class of service, number of lines, and decides if the request is LESOG eligible.

### **LESOG:**

**Reads the data**

**Processes through SOER edits**

**Determines if there is a fatal edit and needs manual handling. Examples of fatal edits are an invalid USOC or an incomplete or incorrect address.**

AT&T was told that for the formatting of names and addresses, the LCSC uses a BAPCO document for directory listings.

Mel Porter told AT&T that they could receive multiple error reports on the same order. AT&T requested a standardized list of feedback information for errors.

Mel Porter went through a group of service orders from July to show the most common errors.

Most of the errors were in the following sections: list, bill, s&e, and remarks. The common errors in the list section were incorrect formatting of the names and street addresses. In the bill section the common error was an incorrect Q account. The s&e section contained invalid USOCS. The common error in the remarks section was incorrect formatting of the message.

### **Action Items**

**Format Errors: List of (LEO/LESOG) errors that will stop the order flow process  
Cherry Smith 9/16**

**What is the logical process for order review?  
Mel Porter 9/18**

**Can the service representative list or see the actual error? What details can  
BST provide? Develop a standard list.  
Mel Porter, Valerie Gray, and Beverly Simmons 9/19**

**Review the billing error especially BTN - go back to initial team to get info on  
BTN.  
Mel Porter, Jo Sundman 9/16**

**MFD-is it a required field or does BST populate?  
Martha Romano, Valerie Gray 9/16**

**Ring Pattern- are there default settings or must AT&T provide?  
Martha Romano, Valerie Gray ASAP**

**How does BST notify AT&T about incorrect addresses that BST corrects with a  
TN edit? What goes back today? 9/18  
How is it addressed in issue ?? Or is it addressed in issue ?? Ongoing  
Mel Porter, Valerie Gray, and Milford Stanley**

**Can BST send rejects to AT&T? Develop performance measures on errors -  
gather information on number of orders, number of errors, number of errors  
corrected by BST and ATT. Include sending 30 days of faxed clarification to  
Pam Nelson.  
Beverly Simmons, Gary Romanick, and Marcia Moss**



# ATTACHMENT 34